

Appendix K

Public Reporting

K.1 GENERAL

A method to receive reports from the public regarding illicit discharges was established by LACDPW for use by all Permittees. Permittees may choose to use this system, or may establish and maintain a local system that contains similar elements. Permittees who choose to establish their own system should model their procedures after those of the countywide system described below. The system must have a method to receive incoming calls, document necessary information about the incident, and dispatch the appropriate personnel or forward the information to the appropriate jurisdiction.

K.2 COUNTYWIDE REPORTING SYSTEM MAINTAINED BY LACDPW

K.2.1 Receiving Incoming Calls

In August 1993, the LACDPW established a Hotline number for all residents throughout the county to report illicit discharges and dumping into storm drains. That number was (800) 303-0003. In May 1996, the LACDPW established a new number to provide the public with information about several pollution prevention programs as well as reporting illicit discharges and dumping into storm drains:

(888) CLEAN LA

The LACDPW will publicize the number countywide, receive calls and collect relevant information, and route the calls to the appropriate local agency for investigation and cleanup. The number has 24-hour automated information that can access the dispatcher

K.2.2 Communications and Coordination

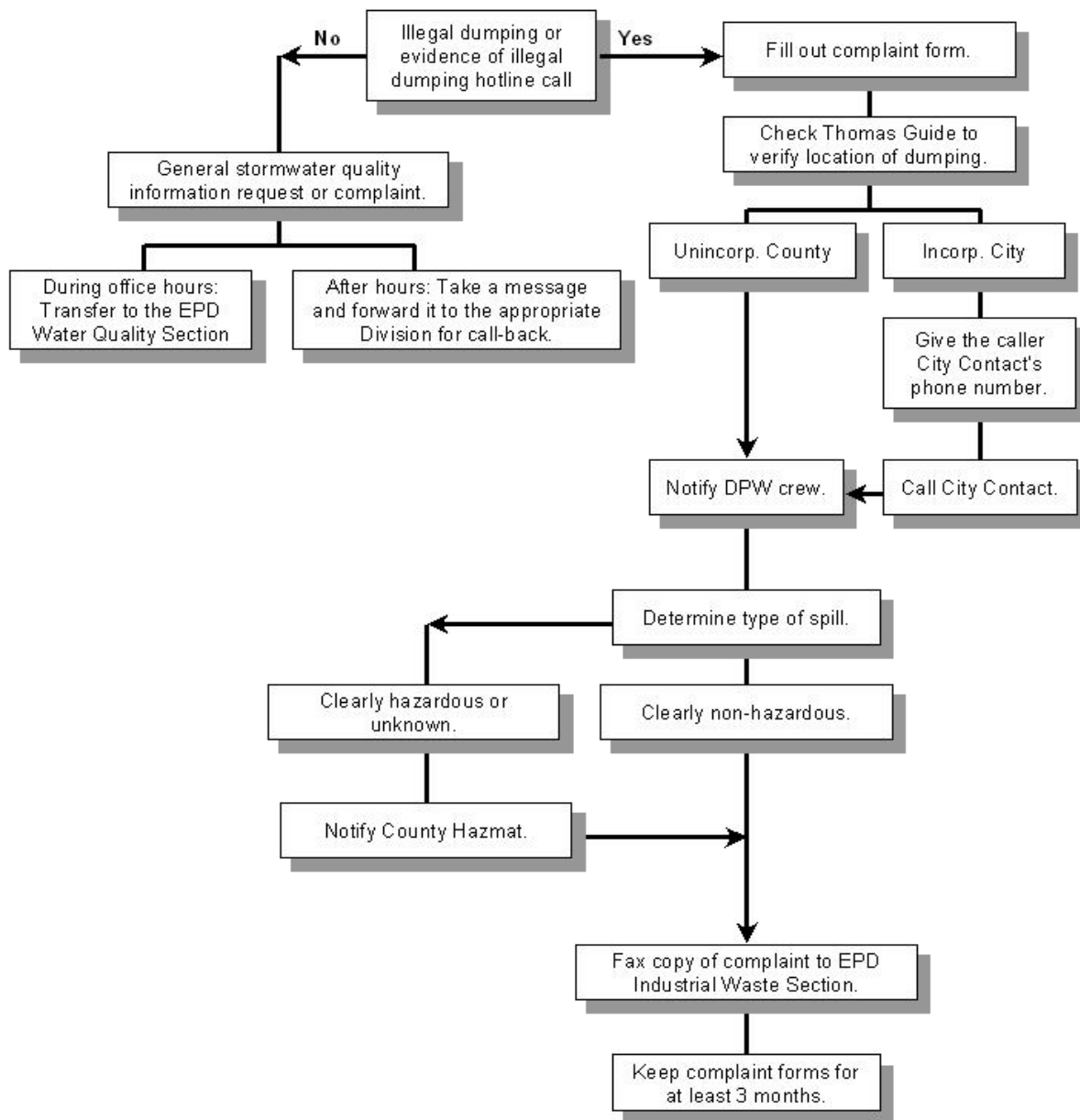
When Hotline calls come in, the LACDPW dispatcher will solicit information from the callers, fill out the LACDPW internal reporting form *Illegal Dumping Complaint*, and enter all information into the Hazardous Materials System Database (HMS Database). The dispatcher will check the Thomas Guide to verify the location of the incident then notify the designated local contact by phone and by faxing a copy of the *Illegal Dumping Complaint* form. The dispatcher will also give the caller the name and phone number of the local contact for his/her future reference. A flowchart depicting the Hotline response activities and a list of local Permittee contacts is attached. This list may be updated in the future as department contacts and phone numbers change.

For incidents under Los Angeles County's jurisdiction, the dispatcher will notify the appropriate field superintendent to ensure pollution prevention actions are taken. If the

dispatcher suspects that the incident involves hazardous materials, then the local Administering Agency will be notified.

The LACDPW will track all reports of illicit discharges within the unincorporated areas and where the County has jurisdiction by assigning each call a job order number. This job order number will remain open until all investigations and follow-up procedures have been completed, and staff phone and/or fax the dispatcher final information. The LACDPW will periodically generate reports on the status of open jobs to ensure that all reports are being fully addressed and response activities are being coordinated. All Hotline calls that are referred to the local jurisdiction will also receive a job order number. Once the incident is resolved, Permittees must notify the dispatcher, and the file will be closed.

Hotline Response Flowchart



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24-HOUR SPILL RESPONSE TELEPHONE NUMBERS			
AGENCY	NUMBER	TIME	CONTACT
County of Los Angeles	(800) 303-0003 (888) CLEANLA	24 Hours 24 Hours	LACDPW LACDPW
Agoura Hills	818-597-7300 818-878-1808	7am-6pm/M-TH Non-business Hours	Public Works Department Sheriff, Lost Hills Station
Alhambra	626-570-5070 626-570-5168	7:30am-5:30pm/M-TH 8am-5pm/F 24 Hours	Public Works Police Department
Arcadia	626-446-2111 626-446-6188	24 Hours 24 Hours	Police Department Fire Department
Artesia	562-865-6262 562-866-9061 x290	8am-5pm/M-F Non-business	Maria Lloyd or Code Enforcement Sheriff, Lakewood Station
Avalon	310-510-0174	24 Hours	Sheriff Dispatcher
Azusa	626-812-3200	24 Hours	Police Dept., Watch Commander
Baldwin Park	626-960-1955	24 Hours	Police Department, Dispatch
Bell	323-588-6211 323-585-1245	7am-6pm/M-TH 24 Hours	Public Works or Development Serv. Police Dept., Watch Commander
Bell Gardens	562-806-7770	7:30am-5pm/M-TH 7:30am-4pm/F	Public Works Department
Bellflower	562-866-9061 x290	24 Hours	Sheriff, Lakewood Station
Beverly Hills	310-550-4985	24 Hours	Dispatch, Fire/Police
Bradbury	626-285-7171	24 Hours	Sheriff, Temple City Sta., Watch Sgt.
Burbank	Streets, Gutters, Sidewalks, & Drains		
	818-238-3800	6:30am-4pm/M-F	Public Works Street & Sewer Maint.
	Parks, Trails, or Hillside Open Space		
	818-238-5343	6:30am-6:30pm/M-F	Parks and Recreation
	818-238-3000	Non-Business Hours	Police Dept., Duty Desk
Calabasas	818-878-4225 818-878-4242 818-591-9682	8am-5pm/M-F Non-business Hours	Public Works City Manager
Caltrans	213-897-0383	24 Hours	Communications Center
Carson	310-830-7600 310-830-1123	7am-6pm/M-TH Non-business Hours	City Hall/Street Maintenance Sheriff, Carson Station
Cerritos	562-916-1226 562-860-4018	8am-5pm/M-F Non-business Hours	Rod Posada, Maint. Super. Exchange

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AGENCY	NUMBER	TIME	CONTACT
Claremont	909-629-9671	24 Hours	Fire Department, Dispatch
Commerce	323-881-2455 323-722-4805	24 Hours 8am-6pm/M-TH	Fire Department Public Services
Compton	310-605-5600	24 Hours	Police Dept., Watch Commander
Covina	626-858-4413	24 Hours	Police Dispatcher
Cudahy	323-773-5146 323-264-4151	8am-6pm/M-TH 8am-5pm/F 24 Hours	Community Services Dept. or City Manager's Office Sheriff, East L.A., Complaint Desk
Culver City	626-458-3559 310-839-1146	7am-5:30pm/M-TH 24 Hours	Joe Baiocco, LACDPW/illegal discharge Fire Dept., Dispatch
Diamond Bar	909-595-2264	24 Hours	Sheriff, Walnut Station, Watch Deputy
Downey	562-861-9221	24 Hours	Fire Department
Duarte	626-357-7931 626-451-2078 909-860-4470	7:30am-6pm/M-TH Non-business Hours Non-business Hours	Emergency Response Beeper number Bill Ornelas, home number
El Monte	626-580-2080 626-580-2150	24 Hours 24 Hours	Police Department Fire Department
El Segundo	310-524-2300	24 Hours	Fire Department/Steve Tsumura
Gardena	310-323-7911	24 Hours	Fire Dispatch
Glendale	818-956-4800	24 Hours	Fire Department
Glendora	626-914-8250	24 Hours	Police Department
Hawaiian Gardens	562-420-2641	8am-5:30 pm M-TH	Public Works
Hawthorne	310-970-7052 310-970-7968	24 Hours 24 Hours	Police Dispatcher Fire Department
Hermosa Beach	310-524 -2750	24 Hours	Police Dispatcher
Hidden Hills	213-890-4317 213-881-2455	8am-4:30pm/M-F Non-business Hours	L.A. Co. Fire Department Dispatch, Health HAZMAT

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AGENCY	NUMBER	TIME	CONTACT
Huntington Park	213-584-6253 213-587-5211	8am-5pm/M-TH Non-business Hours	City Engineer Department Police Department
Industry	626-333-2211	9am-5pm/M-F	John Ballas or City Engineering
	Complaints in Road & Sewer Maintenance Jurisdictions - Call LACDPW Yard during Non-Business Hours		
	626-330-3322	Non-business Hours	Sheriff, Watch Commander
Inglewood	310-412-5491	6:30am-3:00pm	Sewer Dept.
Irwindale	626-962-3601	24 Hours	Police Department
La Cañada Flintridge	Complaints in Road & Flood Maintenance Jurisdictions – Call LACDPW Yard 24 Hours --		
	Other Calls: 818-790-8880	7am-5pm/M-TH 8am-5pm/F	City Hall/Public Works
	818-248-3464	24 Hours	Sheriff, Crescenta Valley Station
La Habra Heights	562-694-6302 562-694-8283	7:30am-6pm/M-TH Non-business Hours	City Hall (Call First) City Volunteer Fire Dept.
Lakewood	562-866-9771 x2140 562-866-9061 x290	7:30am-5:30pm/M-F Non-business Hours	Public Works Sheriff, Lakewood Station
La Mirada	562-943-0131 x250 562-690-3845 562-943-5512	7am-5pm/M-F 10am-8pm/M-TH, & 10am-9pm/F-Sat, 12pm-8pm/Sun&Non-bus. Hours	Environmental Services Dept. Public Safety L.A. County Fire Station 49
Lancaster	805-723-6211 805-540-1579	7:30am-4:30pm/M-F Non-business Hours	Maintenance Yard Pager Number
La Puente	626-855-1500 626-330-3322	8am-5pm/M-F 24 Hours	Dan Chadwick Sheriff, Watch Commander
La Verne	909-596-8741 909-596-1913	8am-6pm/M-TH Non-business Hours	Public Works Dept. or Dan Keesey Police Department
Lawndale	310-970-2160 310-671-7531 310-679-1131	7:30am-5:30pm/M-TH 24 Hours 24 Hours	Public Works Department Sheriff, Dispatch L.A. Co. Fire Dept., Hazmat
Lomita	310-534-6270 310-539-1661	8:15am-4:30/M-F 24 Hours	Gary Irwin or Code Enforcement Sheriff-complaint desk

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AGENCY	NUMBER	TIME	CONTACT
Los Angeles	213-847-4852 213-485-5500 800-974-9794	7am-4:30pm/M-F Non-business Hours 7am-4:30pm/M-F	Stormwater Mangement City Hall Operator L.A. City Hotline
Lynwood	310-603-0267 562-861-9221	7am-6pm/M-TH Non-business Hours	Engineering - Ted Semaan Fire Department
Malibu	310-456-2489 x264 818-878-1808	9am-5pm/M-F Non-business Hours	Public Works -Rick Morgan(24-hr) Sheriff - Emergency Only
Manhattan Beach	310-545-5621 x380 310-802-5303	8am-4:30pm/M-F Non-business Hours	Public Works Department Police Department
Maywood	323-562-5005	24 Hours	Police Department
Monrovia	626-359-9311 626-256-8000	7am-6pm/M-TH Non-business Hours	Engineering Department Police Department, Dispatch
Montebello	323-887-4613 213-887-4510 213-887-1212	8am-5pm/M-F 24 Hours 24 Hours	Public Works Department Charlie Ford, HAZMAT Fire Dept. Cpt Mike Knight, Police Dept.
Monterey Park	626-307-1285 626-573-1311	8am-5pm/M-F 24 Hours	City Engineer Police Department
Norwalk	562-929-5511 562-863-8711	6am-6pm/M-TH Non-business Hours	Public Services Department Sheriff - complaints desk
Palmdale	805-267-5234 805-267-4300	8:30am-5pm/M-F Non-business Hours	Code Enforcement Division Sheriff
Palos Verdes Estates	310-378-4211 310-378-0383	24 Hours 7am-3:30pm/M-F	Police Department Public Works Department
Paramount	562-220-2002 562-866-9061 x290	7:30-5:30pm/M-TH Non-business Hours	Public Works Department Sheriff, Lakewood Station
Pasadena	626-881-2445	24 Hours	Police Department
Pico Rivera	562-949-2421	24 Hours	Sheriff - complaint desk
Pomona	909-622-1241	24 Hours	Police Department Dispatch
Rancho Palos Verdes	310-539-1661	24 Hours	Lomita Sheriff - complaint desk
Redondo Beach	310-379-5416	24 Hours	Fire Dispatcher
Rolling Hills	310-377-1521 310-539-1661	7:30am-5pm M-F 24 Hours	Code Enforcement Sheriff - complaint desk

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AGENCY	NUMBER	TIME	CONTACT
Rolling Hills Estates	310-377-1577	7:30am-5:30pm/M-TH	City Hall
	310-539-1661	7:30am-4:30pm/F Non-business Hours	Sheriff - complaint desk
Rosemead	626-288-6671	7am-6pm/M-TH	Engineering Division
	626-285-7171	Non-business Hours	Sheriff, Temple City Sta., Watch Sgt.
San Dimas	909-394-6240	7:30am-5:30pm/M-TH	Department of Public Works
	909-595-2264	8am-5pm/F Non-business Hours	Sheriff, Watch Deputy
San Fernando	818-898-1293	7am-5pm/M-F	Public Works Dept. Yard
	818-898-1267	Non-business Hours	Police Department
San Gabriel	626-308-2880	24 Hours	Fire Department (Call First)
	626-288-5050	24 Hours	Fire Department/Emergency
San Marino	626-300-0720	24 Hours	Police Department
	626-300-0735	24 Hours	Fire Department
Santa Clarita	661-222-7222	8am-5pm/M-F	Environmental Health.
		24 Hours	Sheriff
Santa Fe Springs	562-944-9713	8am-5pm/M-F	Fire Department, Santa Fe Springs
	562-868-1711	24 Hours	Fire Department, Downey Dispatch
Santa Monica	310-458-8533	6:30am-4pm/M-F	Wastewater
	310-458-2210	6:30 am-6pm/M-F	Industrial Waste
	310-458-8672	24 Hours	(illegal dumping) Fire Dept. Dispatch
Sierra Madre	626-355-1414	24 Hours	Police Department
Signal Hill	562-989-7200	24 Hours	Police Department
South El Monte	626-285-7171	24 Hours	Sheriff, Temple City Sta., Watch Sgt.
South Gate	213-563-5400	24 Hours	Police Department
South Pasadena	626-799-1121	24 Hours	Police & Fire Dispatcher
Temple City	626-285-2171	8am-6pm/M-TH	Public Services
	626-285-7171	24 Hours	Sheriff, Temple City Sta., Watch Sgt.
Torrance	310-618-2870	7:30am-5:30pm/M-TH-	Environmental Health
	310-618-5641	24 Hours	Police Dept. - complaint desk
Ventura County	805-650-4064	7:30am-5:30pm/M-TH	Vicky Musgrove
Vernon	323-583-4821	24 Hours	Fire Dept.
Walnut	909-598-5241	7:30am-5:30pm/M-TH	Building & Safety Department
	909-594-7175	8am to 5pm/F Non-business Hours	Answering Service/Emergency

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AGENCY	NUMBER	TIME	CONTACT
West Covina	626-814-8500	24 Hours	Police/Fire Department
West Hollywood	323-848-6475 213-855-8850 213-262-2111	8am-6pm/M-F Non-business Hours Non-business Hours	Environ. Services Div, Code Enforce. Sheriff, West Hollywood Station L.A. Co. Fire Department
Westlake Village	805-653-6597 818-878-1808	8am-5pm/M-F Non-business Hours	Westlake Village Public Works Sheriff, Lost Hills Station
Whittier	562-464-3561 562-695-5214	8am-5pm/M-F Non-business Hours	Public Works Department Whittier Pumping Plant II